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Job Readiness Action Project
A Case Survey of Agencies in The Hamilton - Wentworth Area Providing Programs To The Disabled Job Seeker

Project Co-ordinator - Ernest Feher
Project Supervisor - Muriel G Westmorland

Sponsored By: The Hamilton Community Council on Employment of The Disabled

Funded by : The Handicapped Employment Program - Ontario Ministry of Labour

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JOB READINESS ACTION PROGRAM

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Ernest Feher

INTRODUCTION :

Employers frequently stress that Job Readiness is a major issue when they are considering hiring a potential employee. High Schools have come a long way in recent years in preparing more and more young people to enter the work force. Co-operative work experience programs have figured largely in many of these initiatives and the Hamilton employer and educational community have been very active in this regard. (e.g. Hamilton Industry Education Council.)

The above initiatives, have, prior to Bill 82, (now Memo 81), not included disabled students, whether at the secondary or post-secondary level. It is important to point out, however, that rehabilitation departments of hospitals, agencies for the disabled and some colleges have provided a variety of pre-employment programs. The latter have usually involved vocational rehabilitation counsellors, social workers, occupational and physical therapists, psychologists and employers.

Hamilton has been more active than most communities in looking at bridging the gap between the disabled population and employment. The recently completed study commissioned by the Hamilton Community Council on Employment of the Disabled entitled:

"LOCAL CO-ORDINATION OF JOB PLACEMENT SERVICES FOR THE DISABLED (IN HAMILTON-WENTWORTH)".

conducted by S. Corlett ABT. Associates Toronto, stated:

"Candidates are not job-ready because of problems related to:

- Education and training.
- Work history or exposure to appropriate work choices.

- Life skills, daily living skills, social skills.
- Multiple handicaps.
- transportation and housing.

> .....The issue is job preparation. It is the lack of programs that recognize all of the attendant problems of a disability. The Community Council on Employment of the Disabled may find it within its mandate to lobby for changes in the funding mechanisms of programs that support essential job preparation needs of disabled clients before they present themselves for job placement....."

The Community Council on Employment of the Disabled not only agree with the recommendations in the above report but also wondered if the concept of Job Readiness was perceived the same way by all involved e.g. disabled consumers, employers and agencies and whether it really related to the local employment training needs of the Hamilton area. As a result the Council approached the Handicapped Employment Program, Ontario Ministry of Labour with the proposal that the balance of funds remaining from the ABT project be applied to the examination of the issue of Job Readiness for the Disabled Population.

THE PROPOSAL:

The Community Council on Employment of the Disabled submitted the following proposal to The Honorable William Wrye Ontario Ministry of Labour in March 1986 proposing that:

> .....the balance of the ABT Placement Project Funds be applied to fund a new Feasibility Study to examine Job Readiness for the disabled in the Hamilton-Wentworth area.....

PURPOSE OF THE STUDY:

The overall purpose of the study was to interview agencies providing job readiness programs, or components thereof, to the local disabled population, to determine whether gaps existed between what was actually provided and what the consumer perceived he/she needed and to formulate a list of recommendations for discussion and action.

GOALS

1. To develop a list of agencies providing job readiness programs to disabled clients in the Hamilton-Wentworth area.

2. To interview the above agencies and document the types of job readiness programs available.

3. To involve agencies in the identification of gaps in service and their suggestions for improvement.

4. To ask agencies to identify consumers that might be willing to be interviewed and then seek permission from those individuals.

5. To interview where possible a sample of disabled consumers attending job readiness programs and to ask them to identify any perceived gaps in service with respect to job readiness programs they have attended.

6. To summarize the above information and to develop a list of recommendations which will be discussed with participating agencies before submission of a final report.

METHODOLOGY:

NOTE: The intent of this study was not to duplicate the ABT report which also surveyed local agencies but focus on a broader range of disabled, namely to include the psychiatric and developmentally handicapped population and their respective agencies. In addition the methodology was developed to attempt to identify any gaps between what was perceived as a job readiness program by both consumer and provider and then to go further to develop a list of recommendations.

1. The development of a comprehensive list of agencies that represent the categories of disability outlined in the Ontario Human Rights Code (Bill 7 Second Reading)

   ..."handicap" is defined to include physical disability mental retardation, learning disability and mental illness.....

2. The design of a letter of introduction and key point questionnaire to enable the collection of agency data regarding job readiness.

3. Interviewing agencies and summarizing their respective programs as well as comments related to gaps in services.

4. Consumer interviews to gather data outlined above.

5. Formulation of draft report and circulation to agencies plus Council Executive.

6. Review of draft report with agency representatives and Council Executive and formulation of final report.

7. Circulation of final report to participating agencies, hospital rehabilitation departments, employers and government.

REVIEW OF KEY AREAS:

PROJECT TIME FRAME:

It is estimated that this project should take no longer than three months, four at the outside. The council agreed to submit a major report to the Ministry of Labour by the end of August 1986.

DEFINITION OF JOB READINESS

Specific sets of attitudes and skills are needed in order for an individual to be deemed job ready. The Canada Employment and Immigration Commission identify these characteristics in terms of a client having:

> ...A viable occupational goal
> The skills to achieve that goal
> Job Hunting skills
> The ability to maintain a job
> No other significant barrier to employment...

The above characteristics plus seven employability dimensions that the Commission have found apply to "special needs" clients, were discussed in a paper delivered by Paul Kent at a March of Dimes conference in London Ontario earlier this year. The seven employability dimensions are

> ...poor communication skills (difficulties relating to peers or supervisors), poor self image or low self esteem, personal problems, support survices from a variety of organizations or agencies, assistance to understand their specific employment problems and employer marketing.

VARIABILITY OF JOB READINESS PROGRAMS:

The majority of agencies interviewed include all or some aspects of the above in their assessment and placement criteria. However, it should be noted that there is no one form or procedure used by all agencies. Consequently, clients may go through one assessment adopted by an agency with a particular focus and then if referred to another program may well undergo an entirely different set of test or procedures. The job readiness preparation network is a multi-faceted, complex and often confusing labyrinth. Agencies and consumers identify their concerns about clients becoming "lost in the system". Clients may change case managers many times and as a result may have to review their case for several different people.

Some constituencies have recognized this dilemma and are examining a co-ordinated approach to case management e.g. Hamilton-Wentworth Agencies providing services to the Developmentally Handicapped (Case Management Task Force Administrative Committee Screening for developmentally Handicapped Adults Hamilton-Wentworth). This strategy would have one case manager identified by the key agencies involved, to assist the client to adjust to programs and to provide co-ordinating information to all parties.

ABILITY TO HANDLE ALL POTENTIAL CLIENTS

The majority of agencies interviewed, expressed some frustration with respect to financial constraints impinging on the number of clients that could be serviced. Most have a waiting lists e.g. Chedoke Vocational Assessment Unit has a six month wait for screening and feels its annual client intake of approximately 200 could be doubled to 400.

Mohawk College's T.H.A.T. Program (Training the Handicapped Adult in Transition) also felt that their intake of 20 students annually could be doubled to 40, based on increased community demand.

Funding alone is not the only limitation. P.A.T.H. Employment Agency for the Physically Disabled identified the lack of client preparedness and indicated that up to 60% may fall into that category. This group requires additional assessment or training which will delay their placement opportunities. P.A.T.H. Employment Agency also expressed concern in attempting to gather job readiness data from assessment agencies within the required time-frame. However, P.A.T.H. did offer the example of a successful communication system worked out between themselves and The Canadian Hearing Society which has assisted them in receiving reports with the minimum of delay. Apparently monthly meetings are held with both parties.

The issue of effective communication between service providers is one that is critical to achievement of the client's goals. There is no central screening agency, committee or individual, to process job ready disabled clients through the system which covers a vast network ranging from psychiatric, hearing, visual, physical and developmental handicaps.

Agencies serving the developmentally handicapped adult in the Hamilton-Wentworth area have again developed a model of "screening" the "hard to serve" client or those with multiple problems. This model uses a "Screening Committee" representing medical, psychological and agency systems that meets twice a month to regularly review adult clients referred. The aim is co-ordination of services. While this model may sound time consuming, it in fact fulfills a major role in determining (with the client present and involved) what the direction and future services should be.

Finally, lack of follow-up data was also identified by agencies as a gap. Once a client had left an agency, there was no way of knowing if they had secured a job unless through word of mouth or direct client contact. This absence of data does not assist agencies with program validity or reliability questions that might help them in future planning.

DIFFERENCES BETWEEN CONSUMER EXPECTATIONS AND AGENCY REALITIES:

It became apparent while interviewing consumers, that many were looking for unskilled, semi-skilled, manual type jobs in a seated position, or in a setting where the employer allowed them to get up and move around (in the case of those with low back problems). These would appear to be unrealistic employment goals and not only do not reflect what is "out there" but the majority of unskilled or semi-skilled jobs rely on physical strength and co-ordination e.g. labouring or construction jobs and are unsuited to those in wheelchairs or with co-ordination problems. Speed of work may also be significant and disabled job seekers need to be cognizant of whether or not their speed of work is in fact acceptable by an employer. Unfortunately, supportive encouraging feedback from agency staff, may be misinterpreted as an indication that the client is ready for employment when they are not.

The very nature of the "medium" used for job readiness assessment and training, can complicate or confuse the "message". Agencies using productive work experiences for assessment and skill building may not reflect "samples" of work in the community. However the clients admitted to that agency, may assume that the kinds of work they will be involved in will lead them to productive employment. One-stage uncomplicated tasks, such as placing the same object in a box or on top of one another, is not the same as a multi-stage job in the community. However, there is no question that these agencies are fulfilling a very

important role in contributing to many clients' feelings of self worth and productivity, while at the same time there may be other clients who assume that success on one-stage tasks automatically means success in employment.

There is also the issue of the disabled client giving up their disability pension with its benefit coverage for a lower paid job in the community that will leave them financially disadvantaged. Nevertheless the co-ordinator of this study found that a large proportion of the disabled consumers interviewed were not aware of government programs that provide financial incentives to give up the disability pension e.g. W.I.N. (Work Incentive Program). [Appendix p.42]

WORK EXPERIENCE LIMITATIONS AND THE MARKET PLACE:

The disabled job seekers of the decade 2000 will hopefully have had a variety of work experience and marketing opportunities compared to their counterpart of the 1979's and 1980's. Schools and post-secondary institutions are putting an increasing emphasis on co-operative experiences in a variety of employment settings for the disabled student. However, there are still a number of disabled "would be employees" who have not had these opportunities and whose marketing skills are limited. There is no substitute for a "real" interview with a "real employer". Volunteering provides many work related experiences and in the Hamilton-Wentworth area the psychiatric network is actively using volunteer positions to prepare its clients for the work world. Medical rehabilitation programs have also gone this route, with volunteer roles that range from mail delivery to clinic and patient assistance. However, making the transition from a supportive volunteer role to a community based paid position, is a fearful step, identified by many of the consumers interviewed.

Some consumers perceive helping professionals as the advantaged group, with their higher education, sought after skills and salary in the middle income bracket and commented that "they" (the helping professionals) do not always understand the employment problems disabled face. These opinions, it is important to stress are only assumptions and helping professionals like any other job seeking individual experience competition and disappointment. Nevertheless these "assumptions" can and do get in the way of some disabled clients and their preparation for the job market. Group sessions such as those held in Life Skill Programs (e.g. T.H.A.T. Mohawk College) can and do dispel some of these assumptions and help both client and professional work them through. The latter, are not found in every job readiness program, either because of limited staff or lack of experience.

There is little point in finally being accepted for a job if an individual cannot make it to work under their own steam, through the use of personal transportation, or special transportation for the disabled worker. While every effort has been made in the Hamilton-Wentworth area to augment transportation services for the disabled, it is still a major block for some clients who may be offered a job in Burlington or Brantford but have no means of getting there. These individuals are usually not in a position where they can afford their own adapted vehicle.

LIMITED SCOPE OF AGENCIES IN DEALING WITH DISABILITY ADJUSTMENT PROBLEMS:

At least 50% of the disabled consumers interviewed, stressed that while work and work activity focus was an appropriate part of any job readiness program, some agencies did not recognize the need to deal with areas other than work. The latter were identified as human sexuality difficulties, limited recreational outlets or skills, motivation and accommodation. These problems can and do

interfere with employability and yet frequently there is no time or opportunity to deal with them in the agency setting. Clients find it exhausting or frustrating to set up appointments with "appropriate" counsellors when they have already established a relationship with their workshop supervisor. The latter, however, may not be comfortable or skilled in handling one or any examples listed. One way to deal with this problem and to build on the trust established with an agency staff member would be to provide expert resources to staff and in-service education opportunities for their own development.

Perhaps the critical adjustment phase related to job readiness is at the time or soon after the individual starts the job. Support at that time was identified by consumers as critical, yet often occurred on an ad hoc basis. Most agencies have an informal drop-in policy, but there are very few organized follow up sessions or support groups. The psychiatric network identified this support as critical to maintaining their clients' mental health. Disabled clients would like to see a more organized approach with input from professionals as needed to assist them in maintaining employment.

There are still claims by many disabled groups that not enough disabled employees are visible in the job market. These claims unfortunately are all too frequently not backed by solid evidence. It is a fact that insufficient demographic data exists with respect to exact numbers of disabled employees in Canada and the percentage in specific disability categories i.e. physical, psychiatric, developmental, hearing and vision. It is also another fact that not all disabilities are visible and to put the emphasis on "wheelchair employees" only, discriminates against other disability groups.

The above concerns notwithstanding, there are factors that are still preventing disabled people from applying for jobs and these

have already been well documented in the Hamilton Affirmative Action Report and the ABT Placement Report. (1 & 3) Most of these have already been mentioned e.g. transportation, lack of adequate jobs and marketing skills and accessibility. The latter continues to be a problem for the physically disabled, particularly wheelchair users.

There is also concern expressed by some agencies, that employers are becoming over saturated with requests for co-op placement from all kinds of groups, including those serving the disabled. Given that pre-employment experience on the job is so vital, if the demand on employers continues with no attempt at co-ordination on requests, employers will become frustrated and placements may disappear.

The Ontario Human Rights Code (6) and the recent Federal Employment Equity Bill have attempted to provide legislative support to the disabled employee. Some disabled feel that there are "no teeth" in this legislation (particularly the Federal Bill) and feel that tougher measures are necessary. Others feel that disabled job seekers should face employment and the attendant problems of training and education more aggressively and share the responsibility for problem solving their own special needs with the appropriate and available helpers/ professionals in the system.

LIMITATIONS OF THE STUDY:

This study began with limited funds and did not set out to be an in depth document complete with detailed statistics. A survey approach was taken and an attempt was made to sample at least 30 consumers. It was not possible to interview a well stratified sample of consumers and therefore the majority are in the physically disabled category. The lack of accurate demographic data with respect to national and local disabled students and

employees hampered the design of the study. However, the opinions and facts shared by both agencies and consumers alike, have provided items that The (Hamilton) Community Council on Employment of the Disabled feels can be developed into recommendations.

CONCLUSIONS AND SUMMARY:

The purpose of this study was to examine job readiness programs for the disabled in the Hamilton-Wentworth Region and to identify with the assistance of both agencies and consumers, gaps that currently exist and to present strategies to the vocational rehabilitation community for their consideration and action. It would appear that the issues identified in the study fall into some specific areas.

CONSUMER SELF-HELP

-The complexity of the rehabilitation/job readiness network places an increasing amount of responsibility on the disabled consumers themselves. They not only need to seek information, but to develop skills in problem solving and utilization of resources.

-Deficits in consumer job seeking skills are identified in this study. Disabled job seekers are not alone in this regard, but need to avail themselves of the available information and help.

-The lack of work experience was another major concern and consumers may need to explore creative alternatives. The need for a consumer job support group was also identified.

CO-ORDINATION OF RESOURCES:

-The issue of employer overload with respect to increased requests for work experience and/or employee training programs, from different agencies with differing philosophies and approaches is a major concern.

-Limited agency co-operation was referred to as an issue It is interesting to note that there is no vocational rehabilitation agency interest group presently established in Hamilton.

CONTINUED EMPLOYER EDUCATION:

-Employer accessibility is not limited to physical barriers only, but includes provisions for the hearing impaired and visually impaired. Employers need to consider these important accessibility issues.

LACK OF CLIENT FOLLOW UP INFORMATION:

-Currently there is very little information available on an individual agency basis or collectively with respect to disabled client employment and program satisfaction.

RECOMMENDATIONS

The following recommendations are presented as a catalyst for action by Hamilton-Wentworth Disabled Consumer Groups, Vocational Rehabilitation Agencies and Psychiatric facilities offering Job Readiness Programs.

1. Consumer self help groups might want to continue to develop educational programs for their members, emphasizing the development of problem solving and self directed skills that could be useful in dealing with the rehabilitation network.

2. Disabled job seekers should be encouraged to utilize all available resources with respect to job search skills. **NOTE:** The Handicapped Employment Program, Ministry of Labour has recently published a guide to employment for disabled job seekers called "TAKING AIM" (9)

3. Consumer groups might want to explore work experience alternatives within the Hamilton-Wentworth Community. Smaller companies who are not currently hiring the disabled should be approached.

4. The establishment of a job support group could be set-up by any interested consumer/consumers. It would appear that the benefit would far outweigh the start-up effort. The support provided by this kind of group could extend to the areas of concern already discussed e.g. recreation, accommodation, family and personal problems.

5. Co-ordination of marketing of the disabled to employers would appear to be needed. Agencies/facilities using local employers might wish to examine a co-ordinated

approach in order to minimize potential employer frustration.

6. Limitations in Agency communication were referred to in this study. Given that there is no current vocational rehabilitation interest group established, agencies might wish to consider the benefits of forming such a group.

7. Employer Education is an ongoing need both in the areas of employee accessibility and adaptations to the work place. Project money is available through the Ontario Provincial Secretariat for the Disabled and the Community Action Fund, (to name only two examples).* Consumer or agency groups could apply for specific project funds in this regard.

8. The lack of client follow up data would suggest that agencies should seriously consider establishing their own client record systems. Regular client feedback with respect to whether program goals were met, should also answer program efficacy questions.

* NOTE: The Ontario Ministry of Labour Handicapped Employment Program office could provide information on funding sources.

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   McMaster University Department of Psychiatry: **Proposed Work Experience Program for Psychiatric Patients.** September 1985.

5. Statutes of Ontario 1981: **Human Rights Code of 1981: Chapter 53.** Queen's Printer Toronto.

6. Canada Employment and Immigration Commission; **Employment Assessment Criteria.** Paper delivered by Paul Kent at March of Dimes Conference London Ontario February 1986.

7. Philosophy, Purpose and Goals of Screening Committee for the Developmentally Handicapped Adult. Catholic Social Services Hamilton 1986.

8. Bennett Ken: Focus on the Handicapped Adolescent in Hamilton-Wentworth May 1985.

9. Handicapped Employment Program-Ontario Ministry of Labour: **Taking Aim : A Handbook for Disabled Job Seekers.** 1986 Handicapped Employment Program Office 400 University Avenue Toronto.

APPENDIX A

THE COMMUNITY COUNCIL on EMPLOYMENT of the DISABLED

April 16, 1986

Dear

The Community Council on Employment of the Disabled (CCED) is funded by the Provincial Ministry of Labour. We are undertaking a study to examine a "Job Readiness Action Model" for the Hamilton-Wentworth area, and are seeking your assistance.

Why do another study?

There are several reasons why we feel that this should be done. Some of these will be:

(a) to determine what job readiness programs for the disabled are currently in existence in our area,

(b) define gaps in the system.

(c) to identify a number of disabled clients who may need Job Readiness or have completed a Job Readiness program but are unable to find employment.

(d) define Job Readiness.

At the conclusion of the study, we will summarize the outcome for the Ministry. We will make recommendations for further action, including further funding for CCED.

As I wish to meet with a number of disabled persons as quickly as possible, I would ask that you agree to participate in our program. Your co-operation would be greatly appreciated, as we will be working together to benefit the disabled community.

If you have any questions prior to my call, I can be reached at the Council's office. Our number is 572-2415.

Yours sincerely,

Ernest W. Feher
Job Readiness Project Co-ordinator

APPENDIX B

THE COMMUNITY COUNCIL on EMPLOYMENT of the DISABLED

JOB READINESS AGENCY QUESTIONNAIRE

1. What components of job readiness do you handle?
2. How do you see yourself as part of the system?
3. How many clients do you have on these programs at any one time?
4. Which disabled groups do you service?
5. How many of your clients are placed each year? In what type of employment?
6. Why have some of your clients not been able to find jobs?
7. What groups of disabled do you find especially difficult to place?
8. If clients not ready, why not? What do you do then?
9. Are there enough services in the system?
10. How many clients are seeking jobs now?
11. How many are in permanent competitive jobs?
12. Do you offer follow-up service after a client is employed. Is there a need for more follow-up?
13. Could you contact 2 or 3 individuals who have completed your job readiness program, but were unable to find employment and would be willing to be interviewed?
14. Would you be willing to attend a meeting of clients, agency and representative of PATH or CEIC to discuss strategies?
15. Any general comments on Job Readiness Programs?

APPENDIX C

THE COMMUNITY COUNCIL on EMPLOYMENT of the DISABLED

JOB READINESS CLIENT QUESTIONNAIRE

1. Name of Client:
2. Disability: 3. Age:
4. Address: 5. Telephone:
6. Job Readiness Program Completed:
7. Education:
8: Date of Completion:
9: Do you feel that the Job Readiness Program adequately prepared you for the workplace? If so, Why?
If not, Why not?
10: Have you used an employment agency to help you find a job? If yes, How many?
11: Have you been interviewed by employers? If yes, How many?
12: What type of employment are you presently seeking?
13: What barriers have you experienced in seeking employment? (eg. Transportation, Accommodation, Employer Attitudes)
14: Are you prepared to seek employment in other areas? If so, Please list your choices, and if not, Why not?
15: Would you be willing to attend a joint meeting of yourself, a staff person and a representative of an employment agency (eg. PATH, CEIC) to discuss placement strategies?

16: General comments concerning Job Readiness Programs, or the search for employment?

APPENDIX D

SUMMARY OF EACH AGENCY

AMITY GOODWILL INDUSTRIES OF HAMILTON

Address: 225 King William St., Hamilton, Ontario L8R 1B1

Phone: 526-8481

Population Served: Physical, Psychiatric and Developmentally handicapped people.

Area Served: Hamilton Wentworth Halton and Brant

Programs Offered:

1. Vocational assessment
2. Counselling
3. On the job training (work adjustment)
4. Sheltered employment

Job Placement: Yes, on a limited scale (i.e. two or three annually)

Accessible: Yes

Contact Person: Doug Wallace, Executive Director

CANADA EMPLOYMENT CENTRE

1. Address: 40 Wellington Street North
Hamilton, Ontario
L8R 1M8

Phone: 572-2211

2. Address: 845 Upper James Street
Hamilton, Ontario
L9C 3A4

Phone: 387-3400

3. Address: 760 Brant St., 2nd. Floor
Suite 403
Burlington, Ontario
L7R 4B8

Phone: 637-3851

4. Address: 102 Highway #8
Fiesta Mall
Stoney Creek, Ontario
L8G 4H3

Phone: 664-8313

Population Served: Unemployed, underemployed and employed.

Area Served: Hamilton-Wentworth
Burlington

Programs & Services Offered:

1. Job referral and placement
2. Training
3. Employment counselling
4. Mobility Assistance
5. Testing - aptitude and interest
6. Employment Insurance Benefits

Job Placement: Yes

Accessible: Yes

Contact Person: Marie Brown, Branch Manager, Downtown C.E.C.

A.R. Busseri, Manager, C.E.C. Hamilton

THE CANADIAN HEARING SOCIETY

Address: 402A Concession St., Hamilton, Ontario, L9A 1B7

Phone: 387-5522 (voice) 389-2724 (TTY)

Population Served: Hearing Impaired

Area Served: Brant Halton, Lincoln, Welland, Hamilton Wentworth, Niagara

Programs Offered:

1. Information Services
2. Rehabilitation, Counselling & Social Services
3. Technical Aids Program (Hearing Aids, TTY & TTD)
4. Sign Language & speech reading courses
5. Health Education & Community Development
6. Interpreting Service
7. Hearing Aid Program (Niagara)

Job Placement: Yes, limited - work closely with PATH

Accessible: Yes

Contact Person: Ginny Glover - Regional Director

CANADIAN MENTAL HEALTH ASSOCIATION

CARE CENTRE 12 VICTORIA AVE.N., HAMILTON

Address: 477 Dunsmure Rd., Hamilton, Ontario L8H 1G7

Phone: 549-8076 (Care Centre 529-9933)

Population Served: Clients with Mental Health problems.

Area Served: Hamilton Wentworth

Programs Offered:

1. Care Centre - teaching living skills, some pre-employment training.
2. Preventative Education Program
3. Bereavement Support Program
4. Research
5. Care Enrichment Service

Job Placement: No

Accessible: Yes - Care Centre

Contact Person: Elaine Pitre - Program Director.

Mrs. P. Turner - Executive Director.

CANADIAN NATIONAL INSTITUTE FOR THE BLIND

C.N.I.B.

Address: 1686 Main Street West, Hamilton, Ontario L8S 1G4

Phone: 528-8555

Population Served: Visually impaired

Area Served: Hamilton Wentworth

Programs Offered:

1. Rehabilitation Services (Aids and appliances)
2. Vocational Guidance
3. Library Braille and tape
4. Blindcraft Store, Cater Plan, sheltered workshop
5. Social Services
6. Recreation Centre
7. Assessment
8. Residence

Job Placement: Yes (Placement integrated to CNIB)

Accessible: Yes

Contact Person: Peter Corless - District Administrator

G. Mayor - Regional Director

CHEDOKE-MCMASTER HOSPITALS

VOCATIONAL ASSESSMENT UNIT

Address: Box 2000, Station "A", Hamilton, Ontario, L8N 3Z5

Phone: 521-2100

Population Served: Open to all disabled

Physical and Psychiatric Disabilities

Area Served: Open

Programs Offered:

1. Assessment to identify and evaluate job readiness - physical and mental aptitude.

Job Placement: No

Accessible: Yes

Contact Person: Rhoda Henderson-Reardon - Program Manager

EAST REGION MENTAL HEALTH SERVICES

Address: 615 Britannia Ave., Hamilton, Ontario L8H 2A5

Phone: 545-1161

Population Served: Individuals, couples and families experiencing mental health problems.

Area Served: East Hamilton, Stoney Creek, East Hamilton Mountain

Programs Offered:

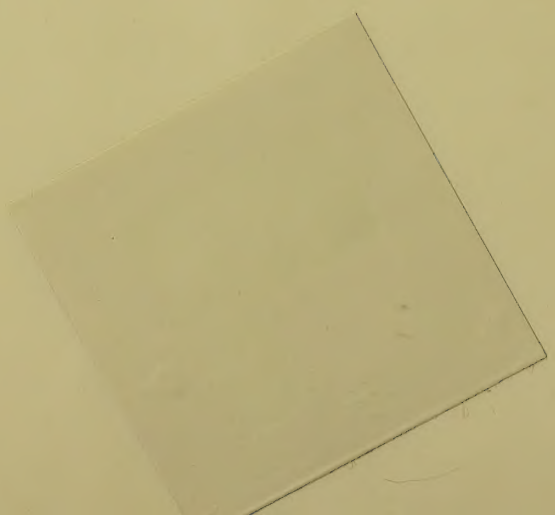
1. Assessment (Vocational Needs)
2. Therapy (Consultation and Treatment)
3. After Care
4. Prevention Programs
5. Community Projects

Job Placement: No

Accessible: No

Contact Person: Jane O'Callaghan - Occuptionial Therapist

Dr. N. Kates - Director



HAMILTON & DISTRICT ASSOCIATION FOR THE

MENTALLY RETARDED

Address: 191 York Blvd., Hamilton, Ontario, L8R 1Y6

Phone: 528-0281

Population Served: Mentally Retarded, multi-handicapped
(physical, visual, hearing)

Area Served: Hamilton Wentworth

Programs Offered:

1. Assessment (Employment Training Centre)
2. Sheltered Workshop : ARC & Pallet Industries
3. Life Skills Training Centre
4. Vocational Guidance
5. Residence
6. Child Development
7. Family Support
8. Recreation Services

Job Placement: No, but work closely with PATH, VRS

Accessible: yes

Contact Person: Mr. Ray Dingledine - Supervisior - Employment Training

Theo Robert, Director Vocational Services

HAMILTON PROGRAM FOR SCHIZOPHRENIA

Address: 350 King St. East, Suite 102, Hamilton, Ontario L8N 3Y3

Phone: 525-2832

Population Served: Individuals suffering Schizophrenia

Area Served: Province of Ontario

Programs Offered:

1. Life and Social Skills
2. Vocational Guidance
3. Work Adjustment (stations)
4. Utilize H.P.H. Programs

Job Placement: No-refer clients to Vocational Rehabilitation Services

Accessible: Yes

Contact Person: Nancy Kovacsik - Occuptional and Vocational Therapist

Dr. S.W. Dermer - Executive Director

HAMILTON PSYCHIATRIC HOSPITAL

Address: P.O. Box 585 Hamilton, Ontario, L8N 3K7
Mohawk Road & Fennell Ave.

Phone: 388-2511

Population Served: Psychiatric Illness

Area Served: Hamilton Wentworth, Niagara Region, Brant Haldimand & Halton Counties

Programs Offered:

1. Employment Readiness Training Program (assertive training, assessment, job search training)
2. Industrial Therapy Workshop
3. Job Club
4. Legal Aid Clinic

Job Placement: Some inhouse placements in hospital industries, work with C.E.I.C. for outside placements.

Accessible: Yes

Contact Person: Les Kesmarki - Rehabilitation Counsellor
Mrs. Rosmary Neilsen - Department Head

INDUSTRY EDUCATION COUNCIL

OPERATION EMPLOYABILITY

Address: P.O. Box 745, Station "A" Hamilton, Ontario L8N 3M8

Mohawk McMaster Education Information Centre, 55 York Blvd., 2nd. Floor, L8R 1R4

Phone: 529-4483

Population Served: Mentally and Physically Disabled Youth

Area Served: Hamilton Wentworth

Programs Offered:

Work experience for disabled youth in High School

1 to 5 1/2 days of Community Job Placement

Job Placement: Yes - with the help of PATH Employment and Co-operative Education Advisory Council.

Accessible: Yes

Contact Person: Ken Bennett - Co-ordinator

MISSION SERVICES OF HAMILTON

Address: 120 Cannon St. East., Hamilton, Ontario, L8N 3C8

Phone: 528-4211

Population Served: Functionally disabled (majority have some mental health problems)

Area Served: Hamilton Wentworth

Programs Offered:

1. Assessment
2. Counselling and Group Therapy sessions.
3. Workshop -manufacturing and packaging.
4. Recreation

Job Placement: Yes - limited

Accessible: No

Contact Person: Marty Karl - Executive Director

ONTARIO MARCH OF DIMES

Address: 495 Woodward Ave., Hamilton, Ontario L8H 6N6

Phone: 547-9233

Population Served: Physically Disabled

Area Served: Brant County, Hamilton Wentworth, Halton County

Programs Offered:

1. Assessment
2. Sheltered Workshop (Ability Centre)
3. Assistive Devices (artificial limbs, wheelchairs)
4. Public Education & Community Development
5. Home Support Services (20 Emerald N.)
6. Camping-recreational opportunities for disabled adults.

Job Placement: No, some pre-placement assistance

Accessible: Yes

Contact Person: Saul Zemaitis - Regional Director

Ron Morimoto - Program Manager

P.A.T.H. EMPLOYMENT SERVICES (PLACEMENT ASSISTANCE TO THE HANDICAPPED)

Address: 350 Kenilworth Ave. N., Hamilton, Ontario, L8H 4T3

Phone: 545-3475 (voice) 545-1448 (TTY)

Population Served: Physically Disabled

Area Served: Hamilton Wentworth and Burlington

Programs Offered: All phases of placement assistance.

Job Placement: Yes (see appendix - PATH Listing)

Accessible: Yes

Contact Person: Anne Burns - Employment Consultant

M. Castellani - Chairman of the Board

REGIONAL SOCIAL SERVICES

Address: 523-5483

Phone: 50 Murray St. W., Hamilton, Ontario L8L 1B3

Population Served: Open to anyone on General Welfare or Family Benefits.

Area Served: Hamilton Wentworth

Programs Offered:

1. Work Activity Project - Life Skills
   - pre-employment training - Assessment
   - education, school upgrading.
2. Youth Employment Preparation Program
3. Older Client and Work Action Groups
   with the help of Citizens Action Groups.
4. Job Development - marketing of clients.

Job Placement: Yes

Accessible: No

Contact Person: Jim Boles - Manager Employment Services

T.H.A.T. - Training the Handicapped Adult in Transition

Address: Mohawk College-Chedoke Campus P.O. Box 585, Hamilton, Ontario L8N 3T2

Phone: 575-2517

Population Served: Physically, emotionally and developmentally disabled.

Area Served: Open

Programs Offered:

1. Life and Social Skills Training
2. Counselling
3. Pre-employment Training (Job Search Skills)
4. Work Experience

Job Placement: Yes

Accessible: Yes

Contact Person: Suzanne Clancy, Program Faculty

ONTARIO MINISTRY OF COMMUNITY & SOCIAL SERVICES

VOCATIONAL REHABILITATION SERVICES

W.I.N. Program (Work Incentive Program)

Address: Ontario Ministry of Community & Social Services
119 King St. W., 7 the Floor, Hamilton, Ontario, L8N 3Z9

Phone: 521-7280

Population Served: Persons with disabled who are receiving family benefits and who are entering full time employment.

Area Served: Hamilton-Wentworth, Region of Niagara, County of Brant

Programs Offered: -cash incentive benefits up to 145.00/mo. to a maximum salary of 965.00/mo. for up to 24 months
-one time phase out allowance of $250.00
-return to benefits if employment terminated

Job Placement: Yes

Accessible: Yes

Contact Person: Field Worker, Social Service Office

VOLUNTARY ACTION CENTRE OF HAMILTON AND DISTRICT

Address: 155 James St. S., Suite 602, Hamilton, Ontario L8P 3A4
(Professional Arts Building)

Phone: 529-4202

Population Served: Open

Area Served: Hamilton and Areas

Programs Offered:

1. Operates and functions to promote efficient voluntary action.
2. Consultative Services to voluntary sector; recruitment, training program development and co-ordination.
3. Library : resource material in the field of voluntary activity and management.

Job Placement: Yes - Volunteer Employment

NOTE: Some Hamilton Services e.g. Psychiatric network are using volunteer approach to provide clients with work experience.

Accessible: Yes

Contact Person: Pat Stainton - Program Consultant
Linda Graff - Director

WORKERS' COMPENSATION BOARD

Address: Standard Life Centre, 120 King St. W., 1St. Floor
Hamilton, Ontario L8P 4V2.

Phone: 523-1800

Population Served: Work related injuries (employers, employees.

Area Served: Hamilton-Wentworth, Halton, Brant, Haldimand-Norfolk and Niagara

Programs Offered:

Vocational Rehabilitation

1. one to one counselling
2. referral to assessing agencies in the community
3. on-the-job assessment and training
4. job placement
5. financial incentive programs for employment

Job Placement: Yes

Accessible: Yes

Contact Person: Claus Henkenhaf - Administrator Vocational Rehabilitation Branch

APPENDIX E

APRIL 17TH. 1986

List of Disabled Clients Occupations / Vocational Goals
(Compiled by P.A.T.H. Employment Agency)

PUBLIC SERVICE

- Human resources
- Teachers aide
- Labour relations

MANAGEMENT

- Project manager
- Personnel Management
- Manager
- Director of Marketing
- Material manager
- Merchandising management
- Sales manager
- Administrator

CLERICAL AND OFFICE RELATED

- Clerical/receptionist
- Accounting clerk
- Finance clerk
- Dispatcher
- Bookkeeper
- Data Entry

COMPUTER AND RESEARCH

- Computer services
- Researcher

SALES

- Light sales
- Retail sales
- Sales (import/export)

TECHNICAL AND TRADES

- Light assembly
- Quality control
- Shipping/receiving
- Industrial engineering
- Foreman
- Small appliance repair
- Electronics
- Inventory control
- Cost control
- Inspection

GENERAL DUTIES

- Restaurant work
- Cleaner/janitorial
- Packing
- Sanitation
- Kitchen help
- Dishwashing
- Landscaping
- Driver

OTHER

- Security
- Cottage industry
- Radio monitoring
- Courier
- Home sewing

APPENDIX F

TABLE OF DISABLED CONSUMERS INTERVIEWED

Total Number of Disabled Interviewed = 35

Age Range of Consumers Interviewed = 21 - 50 years

Average Age = 29.47 Years

	Number Interviewed	Number On Job Readiness Programs (or completed)	Number Employed A	Number Employed B	Number Unemployed
Physical Disability	23	3	6	6	11
Psychiatric	1			1	
Hearing Impaired	2				2
Vision Impaired	4				4
Developmental Impaired	5			4	1

A Competitive Employment

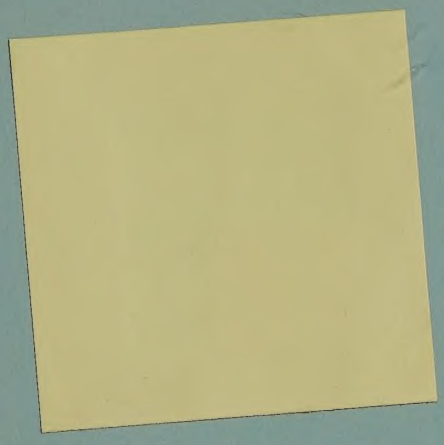
B Sheltered Workshop

APPENDIX G

SUMMARY OF AGENCY PROGRAMS

AGENCY	LIFE & SOCIAL SKILLS	ASSESSMENT	EDUCATION AND TRAINING	SHELTERED WORK SHOP	PRE-EMPLOYMENT TRAINING	PLACE-MENT
Amity-Goodwill		x		x	x	
Canada Employment Centre	x					
Canadian Hearing Society	x	x	x		x	x
Canadian Mental Health Association	x				x	
Canadian Institue of The Blind	x	x		x	x	
Chedoke Vocational Assessment Unit		x				
East Region Mental Health Services		x				
Association for The Mentally Retarded		x		x		
Hamilton Friends of Schizophrenia			x		x	
Hamilton Psychiatric Hospital		x		x	x	x

AGENCY	LIFE & SOCIAL SKILLS	ASSESSMENT	EDUCATION AND TRAINING	SHELTERED WORK SHOP	PRE-EMPLOYMENT TRAINING	PLACEMENT
Industry-Education Council Operation Employability	x	x	x		x	x
Mission Services		x		x		x
Ontario March of Dimes		x		x	x	
P.A.T.H. Employment Agency						x
Regional Social Services	x	x	x		x	x
T.H.A.T. Training the Handicapped Adult in Transation	x		x		x	x
Vocational Rehabilitation Services Ontario Ministry Community & Social Services		x	x		x	x
Voluntary Action Centre						x
Worker's Compensation Board		x	x		x	x



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